



Welfare Debt Unit Pre-Offset Notices Frequently Asked Questions December 2015

Q. I can't get through to anybody on the 800 line. How can I reach a live person?

A. Please call 866-428-0005. Staff will take your name, phone number, case number and claim number for reference, and a representative of the Welfare Debt Unit will call you back with information about your debt as soon as possible.

Q. Why did I receive a Pre-Offset Notice?

A. The notice was mailed to every current and former MDHHS client that our records indicate have an active debt with the department over \$125 in one or more programs. These programs include Food Assistance, Cash Assistance, State Emergency Relief, and Child Development and Care.

Q. I've been paying on my debt and am not delinquent. Why did I receive this notice?

A. The offset process is allowable even if your debt is not delinquent, and you have been fully compliant with your repayment obligation. The department has the legal right to pursue debt recovery through this method, which is in addition to your monthly repayment requirement.

Q. I don't think I owe this debt. How can I get this resolved?

A. Staff within the Welfare Debt Unit will contact you with details on how you can substantiate whether the debt is owed. Many debtors are not aware of our right to pursue recovery years after the claim was initially established.

Q. I want a hearing on this matter to set the records straight. How do I go about getting that underway?

A. At the point the claim was established, a repayment notice was sent to you for signature and return, or for making a request for an administrative hearing. If you signed and returned the repayment agreement, you waived the right to a hearing. If you failed to return the signed repayment agreement itself and had not otherwise requested a hearing, it's likely that your debt is now coded as delinquent, and the department is pursuing debt recovery.

The opportunity to request a hearing expires within 90 days of that initial mailing of the repayment agreement to you, sent when the claim was established.

Q. I want to get this matter resolved and am willing to pay this debt in full. Where do I mail my payment?

A. Contact MDHHS at the 866-428-0005 number, and staff can provide you the address to reference based on the program involved.